



British Airways Plc

Family Assistance Plan

Plan for addressing the needs of the families of passengers involved in an aircraft accident.

Submitted to

**THE US DEPARTMENT OF TRANSPORTATION AND
THE NATIONAL TRANSPORTATION SAFETY BOARD**

December 2021

1. This document is submitted pursuant to the Foreign Air Carrier Family Support Act of 1997.
2. British Airways Emergency Response procedures are detailed in various company and departmental manuals, including the Corporate Crisis Manual, the Emergency Procedures Information Centre (EPIC) Manual, Local Station Emergency Procedures, as well as individual departmental emergency response procedures/checklists. These plans prescribe the procedures to be employed in the aftermath of a major incident/accident.
3. The procedures would be implemented/activated by the British Airways Crisis Management Centre in London, which includes the following two component parts:

Crisis Management Centre (CMC) - CMC is the corporate command and control centre. It provides policy guidance, responds to enquiries from the media and has access to a wide variety of resources including key personnel and communication aids.

Emergency Procedures Information Centre (EPIC) - EPIC coordinates and controls all passenger and family information for the airline (humanitarian response) and liaises with activated Telephone Enquiry Centres (TECs) worldwide, including the United States. It supports the CMC in providing information and support.

In addition, British Airways has contracted with third party providers of certain specialized services, including GoCrisis Emergency Services.

4. British Airways emergency response procedures include the following:

Telephone Number - Local TECs would be activated to receive local calls, which are coordinated through London. In the United States, the TEC is run by a third party company GoCrisis Emergency Services, their call center would provide and publicize a toll-free telephone number following notification of the emergency from the CMC. The TEC may be manned by trained volunteers by our humanitarian response provider GoCrisis. The number of volunteers and telephone lines activated would depend upon the severity of the emergency. If necessary, other British Airways call centres around the world can be activated to take calls from other regions of the world

Notification of Families - In the event of an accident, EPIC would be activated and undertake verification of the passenger list. Once the initial list is checked and an interim passenger list produced, EPIC would advise the CMC and support station staff. In countries such as the United States where there is no official notification system, GoCrisis Emergency Services would begin to notify next of kin (or a primary contact). Members of the SAT and/or Senior British Airways Management, with assistance from designated independent organizations where appropriate and may visit families to provide personal notification. If impracticable, or likely to delay notification, personal notification is handled by telephone however this would only be undertaken under extreme circumstances and with prior consultation with CMC and the NTSB.

Notice Provided As Soon As Possible - Family notification would commence as soon as practicable after verification of the identity of a passenger, whether or not all passenger names have been verified.

List of Passengers - British Airways, upon request, and subject to satisfactory confidentiality arrangements, would provide to the Director of Family Support Services at the National Transportation Safety Board (NTSB) or a designated qualified disaster organization under 49 USC Sec. 1136(a)(2) of the Act, a list based on the best available information at the time of the request, whether or not the information has been verified. It would also provide periodically updated lists as requested.

Consultation Regarding Disposition of Remains and Effects - British Airways would work with the designated organization regarding the recovery, identification and handling of remains, currently 'GoCrisis'. Next of kin would be consulted about the disposition of any remains and personal effects within British Airways control.

Returning Possessions - If requested by the family of a passenger, British Airways would return any possession (regardless of condition) within its control, unless needed for the accident investigation or for a criminal or other inquiry. Next of kin would be advised of the condition of any possession and British Airways would honour reasonable requests as to their return or disposition.

Unclaimed Possessions Retained - Unidentified personal possessions would be retained for at least 18 months after the date of the accident.

Monuments - British Airways would consult the family of each passenger about any plans it may have to construct a monument to passengers in the United States.

Equal Treatment of Passengers - Families of non-revenue passengers would be treated the same as families of revenue passengers.

Service and Assistance to Families of Passengers - British Airways would provide reasonable and appropriate services and assistance to families of passengers in accordance with British Airways policies and procedures. To the extent necessary, British Airways would work with the designated organization in providing those services and assistance. If British Airways volunteers assistance to US citizens within the United States with respect to an accident outside the United States involving major loss of life, British Airways will consult with the U.S. National Transportation Board and with the U.S. Department of State regarding the provision of that assistance.

Compensation to Service Organizations - British Airways would provide reasonable compensation to properly authorized and designated service organizations. British Airways would request a task plan and anticipated expense estimates prior to the designated organizations deployment and establish appropriate terms and conditions in advance, including expense reimbursement procedures.

Travel and Care Expenses - British Airways would assist the family of any passenger to travel to the location of the accident and provide reasonable physical care including accommodation. Access to the actual accident site or area would be subject to control of appropriate governmental authorities.

Damage To Property - In the event that an accident causes significant damage to a man-made structure or other property on the ground that is not government owned, British Airways would provide prompt written notice to the owner regarding liability for property damage with means for obtaining compensation. Such notice shall advise the owner to (i) contact the insurer of the property as to the authoritative source for

information about coverage and compensation; (ii) to not rely on unofficial information offered by foreign air carrier representatives about compensation by the foreign air carrier for accident-site property damage; and (iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

NTSB Hearings - In the event the NTSB holds a hearing on a flight's accident at a location more than 80 miles from the accident site, British Airways would ensure that such proceedings are simultaneously available by electronic means at a location open to the public at both the origin and destination city of the flight (if such city is located in the United States).

Resources for Plan - British Airways has committed sufficient resources to carry out its plan in a reasonable manner and will provide adequate and appropriate training to its employees and agents to meet the needs of survivors and family members following an accident.